

CLAIMS

We claim:

- 1 1. A method comprising:
2 monitoring end-to-end performance of a network application at an
3 application demarcation point in a network; and
4 mediating between provider infrastructure and customer
5 infrastructure based on results of monitoring.
- 1 2. The method defined in Claim 1 wherein mediating between
2 provider and customer infrastructures comprises mediating between
3 performance impacts of underlying service layers and service
4 boundaries.
- 1 3. The method defined in Claim 1 further comprising
2 developing service level agreements underlying with a service boundary.
- 1 4. The method defined in Claim 1 wherein monitoring end-to-
2 end performance of the network application comprises measuring
3 performance of the network application.

1 5. The method defined in Claim 4 further comprising
2 measuring latency, inbound and outbound provider network delay, and
3 inbound and outbound customer network delay.

1 6. The method defined in Claim 4 further comprising
2 diagnosing a problem based on the measurements.

1 7. The method defined in Claim 4 wherein measuring
2 performance of the network application comprises measuring both
3 quantitative performance of the network application.

1 8. The method defined in Claim 1 further comprising
2 determining from where a service effecting problem is emanating in the
3 network.

1 9. The method defined in Claim 1 further comprising a service
2 provider creating, monitoring, and managing service level agreements
3 for a delivered end-to-end service delivered which traverses its
4 infrastructure in the network.

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